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# **Users' Guide** to the **Redmond Senior Center**



## **Redmond Senior Center**

City of Redmond Parks and Recreation Department  
8703 160<sup>th</sup> Ave. NE, Redmond, WA 425-556-2314

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# Users' Guide to the Redmond Senior Center

## Table of Contents

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### Introduction

Welcome .....	3
Our Facility .....	3
History .....	4
Staff .....	4
Senior Advisory Committee.....	5
Volunteers .....	6
Keeping up with Our News .....	8
Building Closures .....	8
Sign-In, Please .....	9

### Recreational Opportunities

Amenities .....	10
Interest Groups .....	11
Fee-based Programs .....	13
Special Events.....	17

### Well-being Opportunities

Nutrition Program .....	10
Transportation Program.....	19
Wellness Programs .....	21
Wellness Clinic.....	22
Health Lectures .....	23
Support Groups .....	23
Legal, Insurance and Financial Assistance.....	23
Health Care Equipment Loans .....	24

### The Little Extra Things We Do

Birthday Celebration .....	25
Crafters' Gallery .....	25
Display Case .....	25
From Friends Who Care .....	25
Lost and Found .....	25
Memorial Garden .....	26
Older Americans' Month Recognition .....	26
RSC Rental Information.....	26

### Essential Information

Parking on the Municipal Campus .....	27
Emergency Procedures .....	28
Mission Goals & Policy .....	28
Code of Conduct .....	29

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How to Find Us .....	30
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## Introduction



### Welcome to the Redmond Senior Center!

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The Redmond Senior Center (RSC) is part of the City of Redmond's Parks and Recreation Department and is supported by tax dollars. It is dedicated to serving the recreational needs of adults age 50 years and older. Seniors from Redmond, and surrounding communities, are welcome to participate in its many varied and interesting programs.

This users' guide is published to help local seniors take full advantage of the activities and services that the RSC offers. Please keep it as a reference.

### Our Facility

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The RSC is located on the Redmond Municipal Campus adjacent to the City Hall and the Public Safety Building.

The physical address is:  
8703 160<sup>th</sup> Avenue NE  
Redmond, Washington

The mailing address is:  
Redmond Senior Center – MS: CHSC  
P. O. Box 97010  
Redmond WA 98073-9710

Our business hours are from 8:30 am to 4:30 pm, Monday through Friday.

Our building boasts the following facilities:

- complete commercial kitchen and dining room
- dressing room, stage and multipurpose room that seats 200
- card & game room
- craft room
- music & multiple-use room
- billiards room with three tables
- hotel-like lobby and Fireplace Lounge
- wellness complex consisting of a reception room and two examination rooms
- gift shop
- library
- outdoor games court
- greenhouse
- staff office space and a conference room

The building has a square footage of approximately 21,000.

For information about renting the facility for private functions see *RSC Rental Information* in **The Little Extra Things We Do** section of this guide.

## History

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Providing programs and services for the older adult residents of Redmond began in the early 1970's. From offices housed in a log cabin in Anderson Park, Parks and Recreation staff organized a variety of programs, including lunches, classes and trips.

A core group of approximately 45 seniors met regularly for lunch and socializing, as well as visits with health specialists and various other programs. As the number of involved seniors grew, the programs moved around to various community buildings and more services were offered.

A particularly notable program from the early years is the Senior Recycling Program. It was started by a group of senior volunteers with a wood frame collection station downtown. Their efforts were highly successful prior to the City's adopting a curbside recycling program. They contributed generously to the Aid Car Fund, Police Department programs, and other community needs. Proceeds were later used to help purchase a bus for senior transportation. The proceeds also helped furnish the fireplace lounge and game rooms in the current RSC building.

A bond issue was passed in 1986, which enabled us to create the permanent building that we utilize today. This facility was dedicated and opened for use in 1990.



## Staff

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The RSC has two full-time staff members and several part-time staff.

Senior Center Director: oversees the overall management of the RSC. Her primary duties are to direct the staff and see that the facility is maintained and utilized properly. Her duties involve scheduling, purchasing, employee performance reviews, and staff and volunteer recognition. She also works with the Senior Advisory Committee to ensure that the RSC is meeting our participants' needs.

Program Coordinator: plans, implements and monitors all the programs and activities that take place at the RSC. Her duties include developing new and interesting classes, planning and promoting events, and maintaining current classes and interest groups.

Nutrition Specialist: coordinates and leads the volunteers that staff our daily nutrition program, and weekly Meals on Wheels program. She also assists with the planning and implementing of various RSC programs.

Bus Drivers: share the duties of driving our bus for daily transportation to and from the RSC, twice-weekly grocery shopping, and once-a-week trips. In addition they perform a wide variety of support tasks around the RSC.

Registrar & Facility Coordinator: the lead in our office, she handles a wide variety of tasks, primarily processing registrations and deposits, coordinating Greeter, Front Desk and Coffee Bar volunteers, and coordinating rental of the facility to outside groups. She also answers a multitude of questions every day.

Office Assistant: also handles many of the office duties, such as processing registrations and deposits, and helping with facility rentals. She also supports the Front Desk volunteers and generally helps hold the place together.

Program Assistant: this individual works with the Program Coordinator to plan, implement and maintain the RSC's activities

Facility Monitors: rarely seen by our daytime participants, their duty is to ensure that the building is used properly when it is rented to private groups, or used by other city departments, after our normal business hours.

On-Call Assistants: fill in when needed in the nutrition program and help with other RSC programs.

## Senior Advisory Committee

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This eleven-member committee, composed of senior volunteers, acts in an advisory capacity to staff in assessing participants' needs, and planning RSC activities. Senior Advisory Committee members are the voice for all the seniors who utilize the RSC. Eight of the eleven members must be Redmond residents, and all must be over 50 years of age. Each serves a two-year term with only two consecutive terms



*Members of the 2002 Senior Advisory Committee.*

Members also serve on subcommittees that address specific needs and interests at the RSC. The current subcommittees are: Programs & Special Events, Marketing, Newsletter, Volunteers, Intergenerational Programming, and Hospitality. Members are encouraged to serve in the areas where their skills and abilities will have the most impact.

New members are recruited each fall as every year several of the terms expire. If you would like to apply for a position on the Advisory Committee, contact the RSC Director.

## Volunteers

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The day-to-day operation of the RSC depends on volunteers. Utilizing the many skills and abilities of our volunteers allows the RSC to offer a wide variety of programs and services. Last year we averaged 79 volunteers each month, who gave over 13,800 hours to the RSC.

If you are interested in volunteering, please stop by the office and fill out a volunteer application. Your application will be routed to the appropriate staff member and you will be contacted to discuss the ways you might serve.

## Volunteer Opportunities

### Reception & Office Assistance

Greeter Volunteers: meet and greet participants as they arrive at the facility. They help ensure that everyone signs in and they give the facility a more friendly feel.

Front Desk Volunteers: staff our reception desk and perform a variety of tasks such as accepting and recording registrations, signing participants up for programs, answering the telephone and placing reminder calls to participants.

Coffee Bar Volunteers: make and serve the coffee, pour ice tea and monitor the snack basket. They also provide friendly conversation and help spread information about the RSC's programs.

### Nutrition

Cashier: makes change, tracks participant count and passes out tickets.

Kitchen Helpers: assist in meal preparation and serving, set and clear tables, and wash dishes

Meals on Wheels: sort, pack and deliver frozen meals to individuals who are unable to leave their home.

### **Programming**

Interest Group Leaders: individuals with skills or knowledge in a specific topic area, lead groups, maintain participant lists, and help ensure that all participants sign in.



Program Receptionists: help maintain and coordinate the appointments for various outside service providers such as Visiting Nurse Services Foot Care and the Eastside Legal Assistance Program

Special Projects: helps Program Coordinator implement programs such as special holiday luncheons, lectures and/or events. May help with set up and/or clean up as well as promotion and planning.

### **Volunteer Recognition**

Each year the RSC holds two events to recognize our volunteers' contributions. In February the Redmond Rotary hosts a luncheon to recognize volunteers who have contributed 85 or more hours during the previous year. In October an event is held at the RSC for all volunteers with at least one hour of service during the previous year.

### **Record Your Volunteer Hours**

Each time you volunteer, please stop in the volunteer office to sign the "Volunteer Log" and record your. Hours recorded in the log are used in reports to the City, and assist in determining volunteer recognition.

### **Volunteer Opportunities Beyond the RSC**

The RSC has affiliations with many other organizations that utilize volunteers. If none of the opportunities at the RSC are a good fit for you perhaps one of the following might be a match:

- Yarn Donations
- Afghans for Family Village
- Lunch Buddy and Pen Pal programs
- Help with Special City Events
- English as a Second Language tutors
- Volunteer transportation drivers

Contact the RSC for more information.

## Keeping Up with Our News

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### Newsletter Subscriptions

Published quarterly, the RSC newsletter is our primary way of communicating with participants. It is used to list all the interest groups, classes, trips and special events that will take place at the RSC each quarter.

Yearly subscriptions are \$10 and individual issues are \$3 (newcomers get their first copy free). The Front Desk volunteers will be happy to help you sign up for a subscription.



### Recreation Guide

Each quarter the Redmond Parks and Recreation Department publishes a guide to all their programs and activities. The RSC generally has four pages in this guide to highlight our classes and programs. Usually this space is used to promote fee-based programs.

The spring/summer issue of the Recreation Guide is mailed to all Redmond residents. Other issues are mailed to individuals who have previously registered for fee-based programs.

### Redmond Senior Center Website - [www.ci.redmond.wa.us](http://www.ci.redmond.wa.us)

As part of the City's Parks and Recreation Department, the RSC has a section on the City of Redmond Web site. You can access general information about the RSC as well as the information we have listed in the current Recreation brochure. Look for additional enhancements to the information about the RSC on this Web site in the future.

## Annual Building Closures

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### Holiday Observances

Each year the RSC is closed in observance of the following holidays:

New Year's Day

Veteran's Day

Martin Luther King, Jr.'s Birthday

Thanksgiving

President's Day

Day After Thanksgiving

Memorial Day

Christmas Eve

Independence Day

Christmas Day

Labor Day

Please consult our current newsletter for up-coming holiday closure dates.

## **Maintenance Closures**

In order to keep our building in top condition, it is necessary to close each year to allow our maintenance crew room to work. This year the building will be closed for maintenance. This closure usually occurs from the Christmas holiday through the first week in January. Please consult our newsletter for specific dates.

## **Sign-In, Please**

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Everyone who comes to the RSC is asked to stop at the Greeter's Desk each time and sign-in. This log helps us track the RSC's use and provides data for reports that are required by the City. This log is also used in the event of an emergency to help staff determine who is in the building.

In addition, those who participate in on-going interest groups are asked to sign-in a second time in the group's log book. The interest group logs are used to track participant interest and room usage. Logs are also used to notify participants when there are unexpected changes in the group's schedule.

All volunteers are also asked to sign-in on the clipboard in the volunteer office. Volunteer service is vitally important to the RSC and we are required to carefully track your hours. This will mean that those who volunteer on the same day they participate in an interest group will need to sign-in three times. It may seem redundant, but each log tracks different important information.

## Recreational Opportunities

In an effort to meet a wide variety of recreational needs, the RSC offers both free and fee-based programs. In addition to specific programs, the RSC also has many amenities that are available whenever the RSC is open.

### Amenities

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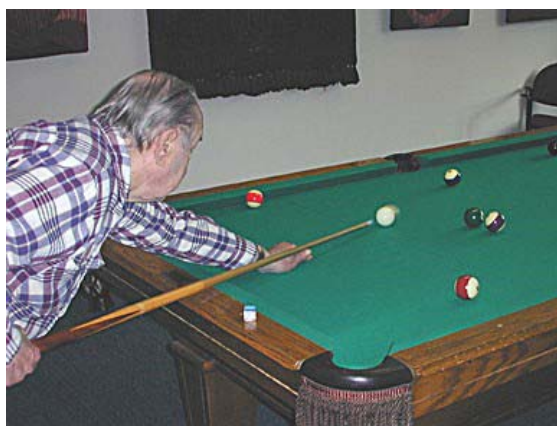
Please feel free to drop by during business hours to take advantage of the following:

**Card & Game Playing** - The tables in the Lobby are available for drop-in play. Table space is first-come, first-served. Decks of cards are available, as well as various board games. And we always have the checkerboard set up.

**Coffee Bar and Lobby** - The lobby has a “hotel-like” atmosphere. Stop in and enjoy a cup of coffee while you relax and read a magazine; or meet friends, old and new, and participate in lively conversation.

**Greenhouse** - The greenhouse is available to store your plants during the winter months. Each gardener is responsible for the care of their own plants while housed at our facility. In exchange for use of the greenhouse, we ask that you volunteer a minimum of six hours during the spring or summer to help maintain the Memorial Garden and raised garden. Look for flyers on organized gardening days.

**Library** – The library is self-serve and functions on the honor system. Participants are welcome to borrow three books at a time. Book donations are accepted. Our library assistants need help keeping the books on the shelves. If you are willing to volunteer, please fill out a volunteer application, which is available at the Front Desk.



**Outdoor Game Courts** - Located behind the RSC, offers badminton, bocce ball, pickle ball, volleyball, shuffleboard, horseshoes and croquet. The rules and information about how to play each game are available. Check out the equipment from the Front Desk staff.

**Pool (Billiards)** – The RSC has the best pool hall in town with three tables available for drop-in play. Play is open to everyone with players rotating as needed to allow everyone to play. Tables may not be reserved.

**Puzzles** – The RSC has developed a large collection of jigsaw puzzles that are available for use at home. The puzzle exchange is self-serve and on the honor system. Most puzzles are 1000 pieces or larger (puzzles smaller than 1000 pieces are donated to local

nursing facilities). Donations are accepted - until we run out of space. No room to work a puzzle at home? Feel free to join in on the communal puzzle that is always set-up in the library.

**Television Viewing** – When significant events occur, such as Mariner play-off games, a television is set up in the lobby to allow participants to view and enjoy the event together. A television is also available in Room 111/112 when the room is not scheduled for other activities.

## Interest Groups

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On-going interest groups are a major part of the RSC's programs. Led by volunteers, these groups bring together like-minded people to pursue a wide variety of activities. Most groups meet weekly, however some are monthly. There is no fee to participate in interest groups. Participation is limited to those age 50 and older.

Meeting days and times occasionally change, so be sure to check the current newsletter for the latest information on the groups that interest you.

We are always looking for new and interesting activities. If you have expertise in a topic that we do not offer, and would be willing to lead and organize a new group, please contact the Program Coordinator.

**Bingo** – This free bingo game is open to anyone. Prizes are tokens and coupons for our coffee bar and lunch program, as well as white-elephant prizes.

**Book Club** - Get together with friends and talk about the monthly reading selection. Check at the Front Desk for the group's current reading selection. Group meets the third Friday of each month.

**Bridge** – A very popular pastime at the RSC, it is played two different days during the week. Both duplicate and party bridge are played; check the newsletter for days and times. Everyone is welcome and you need not have a partner. When tables don't come out with even numbers, players are asked to rotate so everyone gets a chance to play.

**Chess** - Players of all skill levels and experience are welcome. Everyone will be given the opportunity to participate in both informal and tournament play.



**Chorus** - This group welcomes all who love to sing and are willing to make a commitment to attend practice sessions and performance sites in Redmond and East King County. Members are volunteers of, and sponsored by the Retired & Senior Volunteer Program (RSVP).

**Cribbage** - New to the RSC in the Fall of 2002, the group is looking for experienced players to join the fun. The group leader is willing to teach newcomers the game as well.

**English as a Second Language** - Is English a second language for you? Would you, or someone you know, like to improve your English? If so, come to this basic English class. This is an informal class, in a relaxed environment, led by volunteers. We are looking for volunteer tutors for this class.

**Genealogy** - Learn to organize research material and how to locate ancestors. Anyone with questions is encouraged to bring them. Both beginning and experienced family historians are welcome. Sponsored by David Douglas Chapter of the Daughters of the American Revolution (DAR).



**Line dancing** - This informal line dancing group has a great time kicking their heels up for fun and fitness. If you know the basics of line dancing, come join the group to develop your skills.

**Mah Jongg** - Also new to the RSC in the Fall of 2002, this ancient Chinese game of skill and luck is both fun and challenging. Experienced players are invited to bring their tiles and come join the fun.

**Needlecrafts** (a.k.a. the Crafty Ones) - Bring and share whatever craft you are working on or knit for Family Village and Operation School Bell. Visit while you work and learn from others. Help is available on knitting and crochet projects.

**Painting** (a.k.a. Come & Paint) - For people who love painting and enjoy the company of other artists. There is no instruction. Share your knowledge and ideas. Bring your own supplies; watercolor, acrylics or pastels. Easels are available. Sorry, we are unable to store paintings.

**Pinochle & Canasta** – Also popular games at the RSC, everyone is welcome to join the fun. If you don't know how to play, the group is willing to teach you.

**Quilting** - Socialize with other quilters while working on your own project. Newcomers to quilting are welcome; the group is happy to share their experience and offer advice on projects.

**Swingin' Seniors Band** - A musical group of people who enjoy playing music together, as well as performing for RSC and community events. Ability to read music is required. Everyone is invited to come and listen. See Dance Schedule listed under "Special Events" in the newsletter for more information.

**Table Tennis** - A great way to get some exercise, this active group really gets the balls flying. The RSC has four tournament-quality tables; paddles and balls may be checked out from the staff. The group generally plays twice a week, however, depending on RSC programming, table tennis may be unavailable on some dates.



**Tennis** - This group of tennis lovers plays all year-round. The group is always looking for new players to share in their affinity of tennis. All levels of players are welcome.

**Trail Walking** - Walk with friends along the Sammamish River Trail or at other selected sites. Each walk averages about three miles, or go as far as you like. This is an informal, unsupervised activity that meets inside the RSC.

**Watercolor** – Join this informal group to share inspiration and experience. There is no formal instruction; however, experienced participants are willing to advise newcomers. Bring your own supplies. Easels are available. Sorry, there is no space to store paintings.

**Writing** - Share your creative writing and poetry with this informal group. It's a fun way to develop your writing skills. The group is currently seeking new leadership and participants.

## Fee-based Programs

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### Classes

Classes where an instructor is paid to teach a specific skill make up the bulk of our fee-based programs. These classes are run in sessions of four, six, or eight weeks, or by the number of opportunities to participate each month. The fee is based on the instructor's salary, plus supply costs and a small administrative fee. Every attempt is made to keep cost low and affordable for participants on fixed incomes.



Classes are offered in the areas of fitness, arts and dance, leisure activities, health, and lifelong

learning. Complete details on all classes are found in the Parks and Recreation Brochure and our newsletter.

The RSC is currently seeking to expand and improve the classes that we offer. We are looking for skilled, qualified instructors in all topic areas. If you, or someone you know, is available during daytime hours and is interested in teaching at the RSC, please contact the Program Coordinator for information on making a course proposal.

## **Trips**


The RSC currently offers day trips once a week, usually on Tuesdays. Transportation is on the RSC's bus and the trip is led by one of our drivers. Destinations vary each quarter, with more indoor activities in the winter and more outdoor activities in the summer. We attempt to offer at least one trip in each of the following categories each quarter:

- Culture and the arts, such as an art museum or a play.
- Sports or gaming, perhaps a Mariners game or trip to a casino.
- Nature and wildlife; with our many zoos and gardens, we have many choices.
- Scenic drives to many of the beautiful areas of our state such as Mt. Rainier.
- Shopping and sightseeing.
- Current attractions, such as the Puyallup Fair or Sequim Lavender Festival.

Complete details for all trips are found in the newsletter.


### **How Much Walking Will There Be?**


The amount of walking involved in each trip can be a major factor in your decision to participate. Terrain, as well as distance, can make a big difference in how much you enjoy the experience. The following rating system has been developed to help you choose trips that are a good match for your walking abilities.

 Minimal walking, smooth and level surfaces (e.g. across paved parking lot)

 Minimal walking, rough yet level surfaces (e.g. across gravel parking lot)

 Moderate walking, variable level surfaces

 Mostly walking, smooth surfaces, some hills and/or stairs

 Mostly walking, rough surfaces, hills and/or stairs

In short, the more shoes you see next to a trip, the more rigorous the walking. Please note that with prior notification the RSC will make every effort to provide appropriate accommodations for individuals with disabilities.

### **Trip Policies**



Registration Priority - Trips are restricted to individuals age 50 or older. Redmond residents have registration priority; nonresidents may register two days later. Registration dates are listed in the newsletter.

Transportation to the RSC - All trips originate at the RSC. Some trips include transportation to and from the RSC for Redmond residents. Trips that do not include transportation to and from home will be clearly noted in the description. If the trip you are interested in does not include transportation to and from home, or you are not a Redmond resident, you can contact ACCESS at 206-553-3060 for information regarding their transportation program.

Pre-Trip Notification - As a courtesy, staff generally telephone all registered participants one or two days prior to the trip to review details. However, it is your responsibility to ensure that you are aware of your trip's requirements. Please refer to the description in the newsletter for trip details.

Meals and Admissions – Trip descriptions clearly state what is included. Whenever possible, admission is included in the trip fee to facilitate entrance into the attraction. Generally, trip fees do not include meals costs. Be prepared to pay your meal cost and gratuity.

Times – Every attempt is made to publish accurate times in the newsletter. Unless advised otherwise by staff, plan to arrive at the RSC 15 minutes before the published time. Please avoid time conflicts by not planning other activities immediately following the estimated time of return.

Mobility Assistance - Accommodations are available for individuals who use a wheelchair. An attendant to push the wheelchair must be provided by the participant; no additional fees will be charged. Please notify staff of such needs at the time you register so appropriate bus reservations can be made.

Withdrawal - If you need to withdraw from a trip, please notify the RSC Program Coordinator as soon as possible. Please see the standard refund policy listed on the next section of this guide. If there is a waiting list, the staff will make every effort to fill the seat. Participants are not allowed to arrange their own replacements.

## **Registration and Refund Policies and Procedures**

### **Mixed-Age Classes**

In order to offer a wider variety of classes, the RSC offers some classes with mixed ages; however, not all classes are for mixed ages. Mixed-age classes are clearly indicated. Children are not allowed in classes or workshops unless specifically noted in the class or workshop description.

### **Who is Eligible to Register for RSC Classes**

Age and location of residence determines eligibility and fees. Please state your status when registering. Look for the following letter designations when reading the fee line in class descriptions.

S = Senior - Individuals 50 years of age or older, regardless of where they live, have first priority for registration, pay base fee

R = Resident – Individuals and their families younger than 50 years of age who reside or work in Redmond, pay same as Senior

N = Non-resident - Individuals younger than 50 years of age who reside outside of Redmond, pay approximately 20% more

### **Three Easy Ways to Register**

1. Phone-in Registration - 425-556-2314, 8:30am-4:30pm  
By VISA/MasterCard ONLY! (\$5 minimum)  
Please have the following information ready when you call:
  - Class/trip number(s)
  - Name, address and phone number
  - Credit card number and expiration date
2. Mail-in Registration Address - Complete the registration form found in the newsletter or the Recreation Guide and mail it with your payment to:  
Redmond Senior Center, MS: CHSC  
P.O. Box 97010  
Redmond, WA 98073-9710  
Make checks payable to: CITY OF REDMOND. Please **do not** send cash.
3. Walk-in Registration:  
Redmond Senior Center, 8703 160th Avenue NE, Redmond, Washington  
Office hours: 8:30 am - 4:30 pm, Monday - Friday  
Cash, check or credit card payment accepted.

**Incomplete or Illegible Registration Forms** -- Registration forms that are not filled out completely and clearly will not be processed and will be returned. It is up to the participant to verify their enrollment in our classes.

### **General Registration Information**

- One family per registration form (photocopies of forms are okay).
- Pre-registration is required for all programs; no in-class registrations will be accepted.
- Classes will be canceled if minimum enrollment is not met 48 hours prior to the beginning of the class, or by any deadline date specific to a class as mentioned in the class/trip description. So, DON'T WAIT TO SIGN UP!

### **Parks and Recreation Department Refund Policy**

If you must withdraw from a class or trip, we encourage you to notify us as soon as possible. This allows us to fill your spot with other participants if there is a waiting list, or if the enrollment is too low, we can cancel the program in a timely manner.

1. Unless otherwise noted in the class/trip description, withdrawals requested seven (7) days or more prior to the first day of class will receive a full refund, less a \$5 administrative fee.
2. Unless otherwise noted in the class/trip description, withdrawals between seven (7) days and the second class meeting will receive a 50% refund. One day classes and trips will not be refunded after the class meets or the trip takes place.
3. No refunds will be processed after the second class meeting.
4. If the RSC cancels a program, a full refund will be issued.
5. Certain trips have special refund procedures and payment deadline dates. Please check trip description.

### **Transfers**

Transfers to future sessions or other classes must be made prior to the second meeting of the class currently enrolled.

### **Special Events**

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Throughout the year, the RSC offers many special events. Watch the newsletter for information on:

- Special Holiday Lunches celebrating Mother's Day, Father's Day, Thanksgiving and Christmas
- The Spring Dessert Dance and the Candlelight Dinner Dance
- Flea Market in June and Craft Bazaar in November
- Annual BBQ and Concert Lunches in the summer



## Well-being Opportunities

While the focus of the RSC is primarily on recreation, we recognize that the older adults in Redmond have additional needs that can be well served at the RSC. To enhance quality of life for RSC participants, we have developed partnerships with several social service agencies and service providers to offer programs

### Nutrition program

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#### Lunch Program

In partnership with Senior Services of King County' the RSC serves a nutritionally balanced meal Monday through Friday. The daily menu ranges from vegetable lasagne to roast pork with gravy and mashed potatoes; from rosemary chicken to clam chowder. Each meal is planned to senior tastes, and is low in fat.



#### Lunch program basic information:

- The suggested donation for those age 60 and older is \$3. (The price for those under 60 is \$5.75 and is not a donation).
- The ticket window opens at 10 am. A limited number of meals are available each day. No reservations; first-come, first-served.
- A cashier is available to make change. The donation is placed anonymously in the collection box. Those over 60 years of age are served regardless of ability to pay.
- The meal is served at 12 noon; the dining room opens for seating at 11:45 am.
- Monthly menus are available at the Front Desk and Greeter Desk. New menus come out approximately one week before the end of the current month.
- Individuals who volunteer with the lunch program receive a free lunch. Contact our Nutrition Specialist at 425-556-2347 for more information about volunteering.

**Please note:** Occasionally there are special holiday lunches that require prior reservations and a small additional charge. Look for these special events in our newsletter.

## Meals on Wheels

Frozen entrees are available for homebound seniors who are unable to prepare their own meals. Application is necessary. Meals are ordered for two weeks at a time and are delivered by volunteers every other week. Call our Nutrition Specialist at 425-556-2347 for an application and information packet.

## Transportation program

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The RSC strives to provide a transportation program that best suits our clientele within the constraints of our budget. As our program may not cover everyone's need, we encourage you to obtain a copy of our "Transportation Program Guide" for information on more transportation options. The Transportation Program Guide is available to you free by calling 425-556-2314 or stop by the RSC to pick one up.

Please note: Transportation for trips may be different from the policies listed below; please see the section on **Trips** for more information.

### The Redmond Senior Center Bus

**Availability** - The RSC bus operates Monday – Friday, bringing individuals into the RSC beginning at 8:30 am. Arrival at the RSC is not guaranteed before 9:30 am. Persons wanting to arrive before 9:30 am are encouraged to use alternate transportation. Take-home is at 2 pm with the exception of Wednesdays when take-home is at 1 pm and 3 pm. In the event of special programs, additional or adjusted take-home times are implemented to allow transportation users' to take full advantage of RSC programs.



**Who is Eligible to Ride?** - Individuals age 50 and older, residing within the Redmond city limits, are eligible to participate in our transportation program.

**Fare and Bus Passes** - Cost is 50¢ one-way. Bus passes are available at a discounted rate. Transportation subsidies are available for those who are income-eligible. Bus passes may be purchased at the Front Desk.

**How to Sign Up** - Reservations are required at least one day in advance. Call 425-556-2314 to make your reservation. Please indicate "pick-up," "take-home," or both; be prepared to provide a phone number, and address if a first-time rider. Bus service is offered on a space available, first-come, first-served basis.

**Disabled Accessibility** - The bus is equipped with a wheelchair lift. Individuals who require the use of the lift must indicate such when making a reservation. The bus with the wheelchair lift may not be available on some days due to conflicts such as trips or scheduled maintenance.

**Volunteer Priority** - Volunteers who provide essential services to key programs at the RSC, such as Senior Services, Eastside Legal Assistance Program (ELAP) and other vital service agencies, can arrange for special transportation, when necessary. In all cases, prior arrangements with staff need to be made.

## **ACCESS Transportation Program**

The Metro ACCESS program is an alternative to the RSC's bus program. Metro offers advance reservation, door-to-door, van services for people with limited incomes, age 65 and over; or for those who have a disability, regardless of income, who are unable to use regular bus service. Application packets can be picked up at the RSC or call Metro at 206-553-3060 for a packet. Questions about ACCESS can be answered by our transportation specialist. Call 425-556-2346.

## **Grocery Shopping**

Transportation for grocery shopping is provided for City of Redmond seniors who have no other means of transportation. It is offered twice a week:

- Monday shopping at the Overlake Fred Meyer.
- Thursday shopping at the Bear Creek Safeway.

### **Grocery Shopping Guidelines:**

- Each day is limited to eight people and three bags per person.
- Large, heavy items cannot be accommodated – you must be able to lift and carry what you buy.
- Must sign up at least one day in advance.
- The round trip fare is \$1.
- Be ready for pick up by 9 am (this is an approximate time).
- Shopping time: Safeway - 1 hour, Fred Meyer - 1½ hours.
- Please, only one trip per week, per person.

**Please note:** The shopping day may change if it conflicts with a special event that cannot be scheduled on another day. Every attempt will be made to notify users of changes in the shopping day at least one week prior to the change.

## Wellness Programs

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### Footcare

Our Footcare Clinic, provided by Visiting Nurse Services (VNS), is held on Mondays, by appointment. This popular service is staffed each week by a healthcare aid and additionally by a nurse practitioner once a month.

First-time clients and those with specific health conditions, such as diabetes or those taking blood thinning medication, may be seen only by the nurse practitioner. Please be sure to state your health specifics at the time you make your appointment so you can be scheduled appropriately.



All new clients must have Redmond addresses. The fee is \$18, payable to V.N.S., although no one will be denied this service if unable to pay the full amount.

Appointments may be made by calling 425-556-2344 on Mondays and 425-556-2314 Tuesday – Friday.

### Hearing Aid Checks

A hearing instrument specialist is available to check and clean hearing aids on the second Wednesday of each month. The service is free. Prior registration is requested. Questions about hearing loss can also be answered.

### Blood Pressure Screen

A nurse practitioner from Evergreen Hospital is available to take your blood pressure and to answer any questions or concerns you have related to your health. This free service takes place the first Monday of every month in the Fireplace Lounge at the RSC. If you need to have your blood pressure checked more frequently, you are encouraged to make an appointment with our Wellness Clinic program or you may call your local Fire Station.

### Massage Therapy

In an effort to provide our participants with an even greater variety of health and well-being services, the RSC recently contracted with a massage therapist.

Every Wednesday you can enjoy 30 minutes of gentle massage by a licensed massage practitioner, who has special training in using massage to enhance the health and well-being of older adults.

You need not remove all of your clothes to receive a massage. Appointments are available on Wednesdays. The fee is \$40; please call the front desk for an appointment. No refund for cancellations made less than 24 hours before appointment.

## Wellness Clinic

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The RSC has learned that older adults have a wide variety of health concerns and they don't always know where to turn for information. In response to this need, the RSC has arranged for a nurse practitioner and a social worker from Evergreen Hospital Medical Center to hold regular office hours in our Wellness Room.



The Wellness Clinic is available on the second and fourth Tuesdays of each month, from 9 am to 11 am, by appointment only. It is open to anyone age 55 and older, and is free. Voluntary donations are accepted. (There may be a charge if lab tests are needed depending on the client's Medicare coverage.)

Our nurse practitioner and social worker each have many years of experience working with older adults. All services and records are completely confidential. Some, but not all, of the services they offer are:

- Medication review.
- Answers to your health related questions.
- Information regarding community resources, grief and loss issues, transportation, housing, in-home services, financial and long-term care planning.
- Complete physical examination by nurse practitioner which may include lab work (urinalysis, pap test, and other requested tests) at nurse practitioner's discretion.

Appointment times vary in length depending upon the needs of your visit. Call the Front Desk at 425-556-2314 to schedule an appointment.

## Evergreen Care Network

The Evergreen Care Network, a service of Evergreen Hospital, helps area residents and their families when special needs arise as a result of aging, chronic illness or disability. Service coordinators provide information on community, social and health services such as housing, home health care, financial assistance and support groups. Call the Evergreen Care Network at 425-899-3200.

## Health Lectures

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Each quarter the RSC hosts health-oriented lectures provided by both Overlake Hospital and Evergreen Hospital. Generally held on Monday mornings, these lectures cover a wide variety of health concerns. Information on the currently scheduled lectures is found in our newsletter. While these lectures are free, prior registration is required. Low prior enrollment may result in cancellation of the presentation.

## **Support Groups**

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The RSC has attempted to develop many different support groups in the past few years. While we feel there is a need for support groups in the areas of grief and loss, caregiver support and addiction recovery, we have not found the leadership needed to sustain such groups. If you have an interest in these areas and would like to help develop a program, please contact the program coordinator at 425-556-2342.

## **Legal, Insurance and Financial Assistance**

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### **Eastside Legal Assistance Program (ELAP)**

Volunteer attorneys provide free confidential advice on legal matters. ELAP clinics are held in the Wellness Rooms and are available on the first and third Fridays of each month. Call ELAP at 425-747-7274 for an appointment.

### **Senior Health Insurance Benefits Assistance (SHIBA) & Senior Rights**

A trained volunteer is available to answer questions about supplemental health insurance, Medicare, insurance billing, living wills, and estate planning. These two organizations are here to help. Appointments for this free service are available on selected Mondays. Call 425-556-2314 to schedule an appointment.

### **Financial Workshops**

Two financial groups, Senior Financial Advisors and Money Management Educators, currently provide workshops on a variety of financial issues. The workshops are generally held on Wednesday mornings. Check the newsletter for the current schedule of workshops. While these workshops are free, prior registration is required.

## Health Care Equipment Loans

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The RSC has a variety of health care equipment available for loan. The loan is on a first-come, first-served basis, and is free. However we are not able to accept reservations. Some of the equipment currently available:

- walkers
- wheelchairs
- crutches
- canes
- grab bar

The need must be temporary, although on occasion we become over stocked and may be able to accommodate some longer-term needs. Please contact the staff if you have a long-term need.

Call the front desk, 425-556-2314 to check availability.

Donations of lightly used equipment, in good repair, are accepted when space allows. Please make prior arrangements before dropping a donation off at the RSC.

## The Little Extra Things We Do

It is one of our goals to be sure the RSC has a friendly atmosphere that encourages participation. The following is a listing of all those little friendly extras.

### Birthday Celebration

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One day per month is set aside to celebrate birthdays at lunch. It is usually the third Thursday of each month. Check the luncheon menu for the exact date. If you come to the birthday lunch during your birthday month, be sure to let the Nutrition Hostess know when you sign in for lunch that day. You will receive a birthday surprise to help you celebrate!

### Crafters' Gallery

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Senior Citizens age 50 and over share their time and talents to sell their handcrafted, quality items for sale at a reasonable price. Seasonal crafts as well as new products are continually being added. Wood trucks, carvings, dolls, sweatshirts, baby items, afghans and much more are presented. Stop by and take a look. You'll like what you see!



### Display Case

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The display case in Room 112 is available to showcase hobbies, collections and special interests. If you have something you would like to share, from your own artistic creations to a special collection, please see the Program Coordinator.

### From Friends Who Care

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If you know someone from the RSC who isn't feeling well, has experienced a loss, or just needs a little sunshine, let us know by writing it down in the *From Friends Who Care* book at the Front Desk. We'll send a card to them from the RSC.

### Lost and Found

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The Lost and Found is located in the office. Found items are kept for 30 days and are then given to a local thrift shop. Prevent loss by labeling items with your name and phone number.

## Memorial Garden

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The Memorial Garden, located outside the Fireplace Lounge, was developed as a way to honor exemplary senior volunteers who have passed away. A directory listing the persons remembered can be found in the Fireplace Lounge. This garden is a growing, perpetual reminder of the contributions that others have made to our lives. For more information contact the RSC Director at 425-556-2349.

## Older American's Month Recognition

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Each May the RSC recognizes three senior volunteers who have given significant service to the senior community, as well as one business or organization that has meaningfully contributed to the betterment of Redmond seniors. The honorees are presented at a City Council meeting where the Mayor proclaims May as Older American's Month in Redmond.

If you would like to nominate someone for this honor, nominations forms are available in March. Please inquire at the Front Desk.

## RSC Rental Information

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Our beautiful facility is the perfect place for special events such as wedding receptions, birthday and anniversary celebrations, and public meetings. We welcome the opportunity to serve you by providing space for your event.

The facility is available for rental Friday evenings, Saturdays, and Sundays. A rental packet covering all the details is available upon request. Our convenient rental information line can be reached by calling 425-556-2368.



## Essential Information

### Parking on the Municipal Campus

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Have you wondered why there aren't more parking spaces available at the RSC? Have you wished you could find a parking space whenever and wherever you wanted? Does it seem odd that visitors to the RSC are encouraged to take the bus, carpool, bicycle or walk to their activities whenever possible?



When the RSC was built at the City Campus in 1991, the City had to comply with its own zoning laws, and was allowed to develop only a certain number of parking spaces as required by the zoning code.

At about the same time (1991), the Commute Trip Reduction (CTR) Act was adopted by the Washington State Legislature. The law's intent is to improve air quality, reduce traffic congestion, and decrease fuel consumption in eight urban counties in our state. Employers were *required* to implement programs encouraging employees to reduce drive-alone trips to work.

As required by the CTR Act, the City Council passed an ordinance in 1993, adding a chapter to the Redmond Municipal Code entitled Commute Trip Reduction Plan. To comply with the City's own ordinance, the Employee CTR Program includes a selection of incentives to encourage employees to leave their cars at home and take the bus, carpool, vanpool, bicycle or walk to work. Managed parking is an essential part of the CTR program. The Parking Plan sets aside spaces for employees, visitors, and City vehicles. The plan is strictly monitored and enforced from 7 am to 5 pm, Monday through Friday.

Senior citizens are being asked to help with commute trip reduction. Clean air is a precious resource that is important to us all. We want it to remain that way. Workday traffic congestion is a major source of air pollution. The more people commuting alone in motorized vehicles, the more air pollution and roadway congestion will increase.

If you're at all able to take the bus, carpool, bicycle or walk to the RSC, please do so. This will then leave parking spaces free for those who have no alternative but to drive alone.

More information on transportation options can be found in the **Well-being Opportunities** section of this guide.

## **Emergency Procedures**

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Be prepared and informed about what to do in case of an evacuation of the building. The RSC is equipped with overhead sprinklers, smoke detectors and manual fire alarm pull stations. Our staff is well trained in safety procedures during an emergency. When asked to evacuate the building, do so immediately. Do not stop to gather personal belonging. Our emergency supply barrels have items for comfort for inclement weather.

### **If You Hear The Fire Alarm:**

1. Stay calm.
2. Leave the building immediately using the nearest exit.
3. Make your way to the pickleball court and stay there until further notice. Do not walk close to the building.
4. If you need assistance in evacuating, RSC staff will be there to help you go outside.

### **In Case of an Earthquake:**

1. Stay calm.
2. Drop, cover, and hold on, under a table or desk to protect yourself from things that can break or fall.
3. Remain under cover until the shaking stops.
4. Stay away from windows.
5. If there is no desk or table nearby, sit with your back against an inside wall. Cover your head with your hands.
6. RSC staff will direct you to evacuate the building when it is safe to do so. You are asked to report to the pickle ball court for a head count. The fire department personnel will determine when it is safe to re-enter the building.

### **Periodic Evacuation Drills**

Once or twice a year we will have an evacuation drill. We will notify our participants when possible, but a surprise drill could happen through the City of Redmond management.

## **Mission, Goal & Policy**

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### **Parks and Recreation Department Mission Statement**

Your Parks and Recreation Department is committed to:

- PROTECT Redmond's natural beauty through a vibrant system of parks and open space;
- PROVIDE citizens of all ages wholesome recreational and cultural opportunities in clean, safe and accessible facilities; and
- PRESERVE our quality living environment for future generations.

## Participation

The goal of the RSC is to serve citizens age 50 and over by providing a general recreation activity program in the areas of fitness, fine arts and life-long learning. Within this goal, the City intends to provide a safe, healthy and enjoyable environment in which both personal freedoms and the requirements of the group will be respected.



The City of Redmond Parks and Recreation Department acknowledges there are service limitations in a municipal senior recreation program. It is the policy of the RSC to encourage participation of senior adults, who are responsible for appropriate physical behavior, mental actions, and/or personal hygiene. The RSC staff is unable to provide personal services that would normally be provided by a trained attendant, nurse, or personal caregiver.

Participants in need of personal assistance are encouraged to participate when accompanied by an escort. Seniors with special needs may be eligible for other community-based programs, such as adult day care. Please contact Evergreen Care Network at 425-899-3200 for further information and referral.

## Non-Discrimination Policy

The City of Redmond does not discriminate against participants, applicants, or employees on the basis of race, color, creed, religion, sex, age, national origin, marital status, sensory, physical or mental handicap, political ideology, or sexual orientation. On request, people with disabilities will be provided with reasonable accommodations.

## Code of Conduct

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This code governs the actions of all participants in, and users of, the RSC and any program or activity associated within.

Code Purpose: The major purpose of this CODE OF CONDUCT is to promote an atmosphere of harmony and understanding at the RSC assuring participants, and staff alike, that the behavior of all in attendance will be guided by a common set of rules for the mutual benefit of all.

Code of Conduct: To accomplish this purpose, individuals are asked to live by one basic guideline: "The Rights and Privileges of all persons are to be respected and honored at all times."

Code Violations: The following are violations of the RSC Code of Conduct and are prohibited at the RSC or at RSC sponsored activities.

- Conduct that disrupts or obstructs any program or activity that is part of the overall RSC operation.
- Any action, event, or group of events that constitutes a violation of federal, state or local law.
- Failure to comply with lawful direction given by RSC staff acting in the performance of their duties.
- The destruction, damage, or theft of RSC property or property of others.
- Any lewd, obscene or indecent conduct of expression, including profanity.
- Any action which, in the judgment of staff, constitutes an attempt to inflict, or the actual infliction of, injury to other participants and/or RSC staff.
- Any conduct or expression that in the judgment of staff serves to intimidate or coerce others.
- Any infringement of the rights of other participants or staff granted by federal, state, or local statute or any other violation of such statutes.
- Failure to maintain a level of personal hygiene that is non-offensive in a social environment.

Enforcement: The above code shall be enforced by RSC staff whose authority shall prevail in all cases. A program of progressive discipline shall be in effect for repeat of habitual offenders. Disciplinary action will be decided in the first instance by the RSC staff responsible for the event or program where the violation occurs. Violations of the code that are deemed not to constitute an immediate and apparent threat to the safety of others or their property will result in disciplinary action, including, but not limited to: verbal warning, suspension of the right-to-participate in some or all of the RSC's activities for a period of time, or permanent expulsion from the RSC program, depending upon the severity of the offense and whether the offense is repeated or habitual. Violations of the Code that are deemed to constitute an immediate and apparent threat to the safety of others or their property may result in immediate, temporary expulsion from the RSC and/or the specific activity.

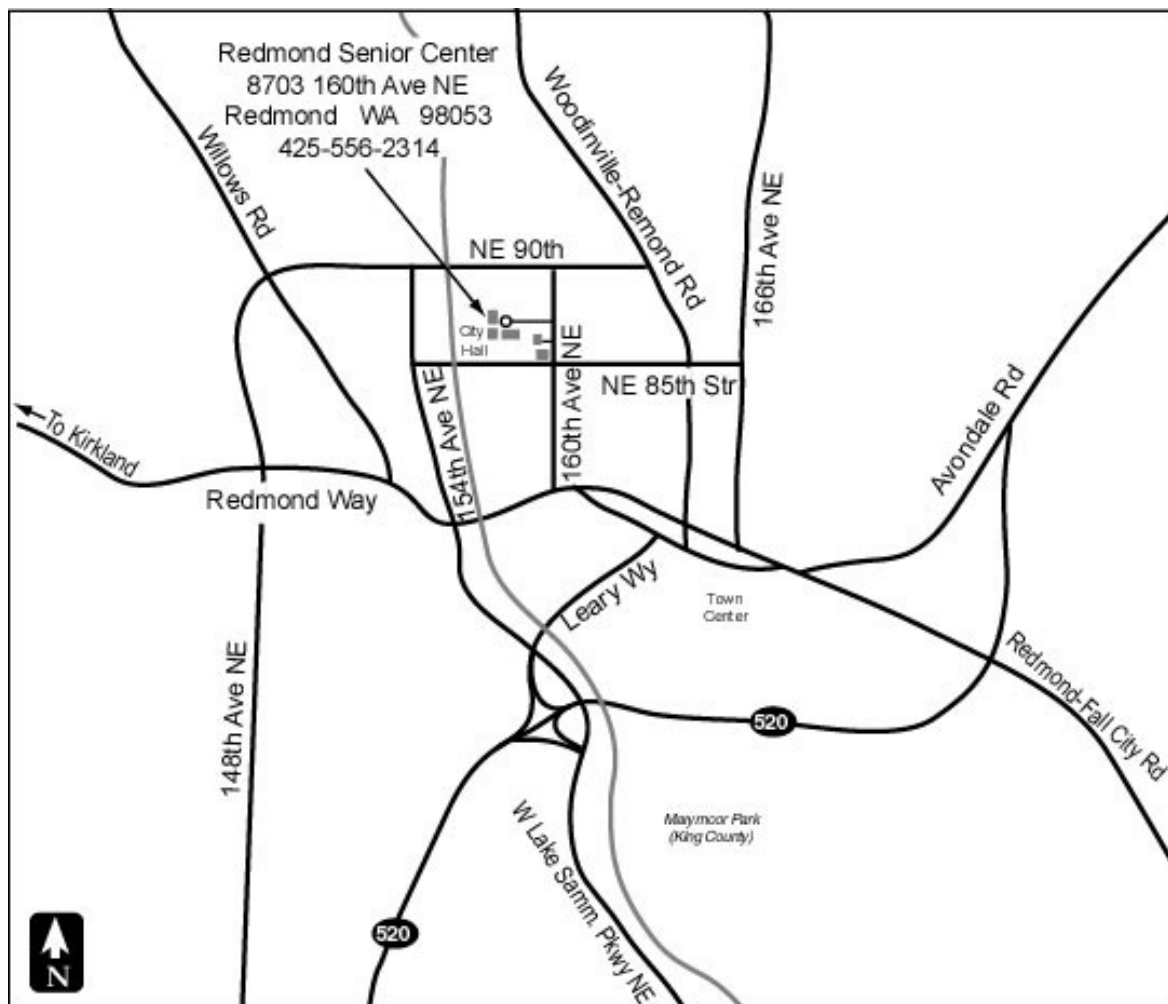
Appeal of Decision: Appeal of any decision may be made to the RSC Director, or to the Recreation Section Manager. Additional facts would be considered and a behavioral contract established should a decision be reversed.

## How to Find Us

The RSC is located at 8703 160<sup>th</sup> Ave NE. on the Redmond Municipal Campus, adjacent to the Public Safety building.

If you are traveling northbound on I-405 or coming from Seattle, take highway 520 eastbound to the West Lake Sammamish Parkway exit, turn left at the traffic signal. Follow West Lake Sammamish Parkway to the traffic signal at NE 85<sup>th</sup> Street, turn right. Follow NE 85<sup>th</sup> Street to the traffic signal at 160<sup>th</sup> Avenue NE, turn left. The entrance to the RSC is the second driveway on the left, just past the Northeast District Court parking lot.

If you are traveling southbound on I-405, take the Kirkland/Redmond exit (#18). Head east to Redmond on Redmond/Kirkland highway. When you get to the traffic signal at 160<sup>th</sup> Avenue NE/Cleveland Street (you will see Jamba Juice on the corner), turn left. Follow 160<sup>th</sup> Avenue NE to the traffic signal at NE 85<sup>th</sup> Street, continue straight. The entrance to the RSC is the second driveway on the left, just past the Northeast District Court parking lot.



# Index

ACCESS Transportation Program	20	Holiday Observances .....	8	Recreation Guide .....	8
Address.....	3	Incomplete or Illegible		Recreation Opportunities .....	10
Amenities .....	10	Registration Forms .....	16	Refund Policy .....	16
Annual Building Closures .....	8	Interest Group Leaders,		Registrar & Facility Coordinator	5
Billiards.....	10	Volunteers .....	7	Registration and Refund Policies	
Bingo .....	11	Interest Groups, On-going.....	11	and Procedures.....	15
Birthday Celebration .....	25	Introduction .....	3	Registration Information, General	16
Blood Pressure Screen .....	21	Keeping Up with Our News .....	8	Registration Priority, Trips.....	15
Book Club.....	11	Kitchen Helpers, Volunteers .....	6	Registration, Mail-in .....	16
Bridge .....	11	Legal, Insurance and Financial		Registration, Phone-in.....	16
Bus Drivers .....	5	Assistance.....	23	Registration, Three Easy Ways.	16
Bus.....	19	Library .....	10	Registration, Walk-i .....	16
Canasta .....	12	Line Dancing.....	12	Rental Information, RSC.....	26
Card & Game .....	10	Lost and Found .....	25	RSC Rental Information.....	26
Cashier, Volunteers .....	6	Lunch Program .....	18	Senior Advisory Committee .....	5
Chess .....	12	Mah Jongg.....	12	Senior Center Director .....	4
Chorus .....	12	Maintenance Closures .....	9	Senior Health Insurance Benefits	
Classes.....	13	Massage Therapy.....	21	Assistance (SHIBA) .....	23
Code of Conduct .....	29	Meals and Admission, Trips.....	15	Senior Rights .....	23
Coffee Bar and Lobby .....	10	Meals on Wheels .....	19	Special Events.....	17
Coffee Bar Volunteers.....	6	Meals on Wheels, Volunteers .....	7	Special Projects, Volunteers.....	7
Come & Paint.....	12	Memorial Garden.....	26	Staff.....	4
Crafters' Gallery .....	25	Mission, Goal & Policy.....	28	Support Groups.....	23
Crafty Ones .....	12	Mixed-Age Classes .....	16	Swingin' Seniors Band.....	13
Cribbage .....	12	Mobility Assistance, Trips.....	15	Table Tennis .....	13
Disabled Accessibility, Bus.....	20	Needlecrafts .....	12	Television .....	11
Display Case .....	25	Newsletter Subscriptions .....	8	Tennis.....	13
Driving Directions .....	30	Non-Discrimination Policy .....	29	The Little Extra Things We Do.	25
Earthquake, In Case of.....	28	Nutrition program .....	18	Times, Trips .....	15
Eastside Legal Assistance		Nutrition Specialist .....	5	Trail Walking.....	13
Program (ELAP).....	23	Nutrition Volunteers .....	6	Transfer, classes .....	17
Eligibility, Classes .....	16	Office Assistants .....	5	Transportation program.....	19
Emergency Procedures .....	28	Older Americans' Month		Transportation to RSC, Trips....	15
English as a Second Language..	12	Recognition.....	26	Trip Policies .....	15
Evacuation Drills, Periodic.....	28	On-Call Assistants .....	5	Trips .....	14
Evergreen Care Network.....	22	Outdoor Games .....	10	Volunteer Hours .....	7
Facility Monitors.....	5	Painting.....	12	Volunteer Opportunities Beyond	
Facility .....	3	Parking on the Municipal		the RSC.....	7
Fee-based Programs .....	13	Campus.....	27	Volunteer Opportunities.....	6
Financial Workshops .....	23	Phone Number .....	3	Volunteer Recognition .....	7
Fire Alarms, In Case of.....	28	Pinochle .....	12	Volunteers .....	6
Footcare.....	21	Pool.....	10	Walking, Trips .....	14
From Friends Who Care .....	25	Pre-Trip Notification .....	15	Watercolor .....	13
Front Desk Volunteers .....	6	Program Assistant .....	5	Website.....	8
Genealogy.....	12	Program Coordinator.....	5	Welcome .....	3
Greenhouse .....	10	Program Receptionists,		Well-being Opportunities .....	18
Greeter Volunteers .....	6	Volunteers .....	7	Wellness Clinic .....	22
Grocery Shopping.....	20	Programming Volunteers .....	7	Wellness programs .....	21
Health Care Equipment Loans .	24	Puzzle .....	11	Withdrawal, Trips.....	15
Health Lectures .....	23	Quilting .....	13	Writing .....	13
Hearing Aid Checks.....	21	Reception & Office Assistance			
History.....	4	Volunteers .....	6		

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## Frequently Used Telephone Numbers

### RSC Numbers

Front Desk .....	425 556-2314
Footcare.....	425 556-2344
Rental Information Line.....	425 556-2368
Nutrition/Meals on Wheels .....	425 556-2347
Director .....	425 556-2349
Program Coordinator.....	425 556-2342
FAX .....	425 556-2365

### Redmond Parks & Recreation

Recreation Office.....	425 556-2300
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### Community Resources

AARP (American Association of Retired Persons) .....	206 526-7918
ACCESS Transportation .....	206 553-3060
Catholic Community Services .....	425 562-6850
Evergreen Care Network.....	425 899-3200
Food Bank (Hopelink).....	425 882-0241
Healthy Aging Partnership, Senior Information and Assistance Program .....	1 888 435-3377
King County Housing Authority (Eastside) .....	425 827-4463
Low Vision Clinic.....	206 525-5564
Metro Transit.....	206 553-3060
Meals on Wheels and Mobile Market (non-perishable grocery items) .....	206 448-5767
Redwood Theatre .....	206 525-3493
RSVP (Retired & Senior Volunteer Program) .....	206 694-6787
Senior Info. & Assistance .....	206 448-3110
Senior Net (computer classes).....	206 232-5892
Senior Services.....	206 448-5757
Social Security .....	1 800 772-1213
VTEP (Volunteer Trip & Escort Program) .....	206 448-5740